

Test Project

Hotel Reception 56

Submitted by:
Mariia Ilinykh RU Benjamin Hallerud NO

Contents

Introduction	3
Description of project and tasks	3
Instructions to the Competitor	4
Equipment, machinery, installations, and materials required	4
Marking Scheme.....	4
Materials, equipment, and tools supplied by Experts	5
Test Project Worldskills Kazan 2019	6

Introduction

The role of Hotel Receptionist is key to every hotel establishment. At the hotel's reception area guests receive their first impression of the hotel and therefore of their probable hotel experience. This is where the primary communication with the hotel staff is established. The quality, courtesy and promptness of service can make a great difference, positively or negatively, to the guest's relationship with the hotel and their satisfaction during their stay. This in turn affects the hotel's reputation and repeatbusiness.

The Hotel Receptionist works mainly in the hotel's front office. Hotel receptionists need to use a wide range of skills continuously. These may include knowledge of local and general tourism information, good verbal and written English, computer literacy, good manners and conduct and grooming, excellent communication and social skills, problem solving, competence with figures and cash handling, and the application of procedures for reservations, reception, guest services and check out.

The actors script and therefore the detailed modules are developed independently and will be unknown to all experts and competitors. The high-level task that will be performed is outlined further down in the document, but as in real life, we will now know what the actors/guest will ask of questions and what request they will bring.

Description of project and tasks

Front-office

Each set of tasks will have several situations. As an example, at the check-in the competitor will have to check-in multiple guests. Few actors will play different characters for each situation and demonstration.

To be able to facilitate more competition time and to make the competition more efficient, the competitors will execute several modules/tasks at the same time and in parallel with other competitors. While some competitors are in the front office for their assignment, other will be in the back office doing other tasks, while being assessed. This also means that the group of experts will be divided into marking teams. There will always be one CE and DCE at each assessment group to oversee quality of the work by Experts.

Competitors will have time for familiarization with the material given for each task prior to the start of the tasks. In some cases, while each competitor's assignment takes place in the front office, the other competitors wait at the competitor's room for its turn.

Instructions to the Competitor

Each Competitor must be dressed appropriately to work at the Hotel Reception.

Men: dark suit, long sleeved shirt, tie, belt, dark socks, dark shoes shined without any fantasy, identification of the competition on the chest. Short and clean nails, short hair or caught, shaved, clean and tidy.

Women: dark suit with pants or skirt, long-sleeved shirt, scarf, transparent tights or stockings, dark shoes shined without fantasy, identification of the competition on the chest. Clean and arranged

Nails, short hair (until the chin) or caught, light make up, small earrings, no rings (except wedding ring) and necklaces, clean and tidy.

All the material and equipment needed in the Competition will be provided by the Competition Organizer.

Competitors don't need to bring any other material besides the uniform.

Equipment, machinery, installations, and materials required

Competitors are allowed to bring the following tools:

ITEM	QUANTITY	MATERIAL	NOTES
English Dictionary	1	paper	
Maps	1	paper	
Notes on touristic information	1	paper	
Hotel Facts Sheet	1	paper	
Their own written notes	1	paper	Notes can only be used during certain assignments and Skill Specific Rules or instructions will be given for when it can and cannot be used.

Marking Scheme

Judgement uses a scale of 0-3. To apply the scale with rigour and consistency, judgement must be conducted using:

- benchmarks (criteria) for detailed guidance for each Aspect
- the 0-3 scale to indicate:
- 0: performance below industry standard
- 1: performance meets industry standard
- 2: performance meets and, in specific respects, exceeds industry standard
- 3: performance wholly exceeds industry standard and is judged as excellent

Three Experts will judge each Aspect, with a fourth acting as a judge where required to prevent compatriot assessment.

Three Experts will be used to assess each aspect. Unless otherwise stated only the maximum mark or zero will be awarded. Where they are used, the benchmarks for awarding partial marks will be clearly defined within the Aspect.

The criteria may contain the following aspects:

Behavior and personal presentation

- Personal presentation
- Attitude
- Posture
- Well organized
- Attentive to detail
- Efficiency
- In-depth understanding of cultural differences
- Ability to show drive

Communication

- Written communication skills
- Verbal communication skills
- Social skills with guests
- Services promotion

Reception service skills/Telephone general operations

- Check-in
- Attending guests during their stay
- Touristic information
- Attentive to details
- Extraordinary and unexpected situations at the hotel
- Check out

Reservation service skills

- Room reservation procedures
- Arrival / Departure procedures
- Room Allocation

Cashier and other administrative operations skills

- Understanding the importance of sales in the reception role
- Understanding the hotels main market and their segments
- Understanding the role of security in the reception role

Technical equipment skills

- Telephone
- Computer (Microsoft office and Reservation System)
- Photocopy machine
- Calculator

Materials, equipment, and tools supplied by Experts

Experts does not need to bring any materials, equipment, or tools.

Test Project Worldskills Kazan 2019

	Front Office (30 min/C)				Back Office
	Desk A (Treatment for disabled people)	Desk B (Family Entertainment)	Desk C (Multicultural treatment)	Desk D (Top VIP treatment)	
1st part August 23rd Friday 09:00-11:00	Room reservation A1 Attending guests (in house already) B1 C: 1-2-3-4	Tourist info (in house) A2 Check in (the room has been booked earlier) B2 C: 5-6-7-8	Room reservation A3 Extraordinary situation (in house) B3 C: 9-10-11-12	Room reservation A4 Attending guests B4 C: 13-14-15-16	Written reservation confirmation 60 mins
3rd part August 23rd Friday 14:10 - 16:10	Room reservation A1 Attending guests (in house already) B1 C: 9-10-11-12	Tourist info (in house) A2 Check in (the room has been booked earlier) B2 C: 13-14-15-16	Room reservation A3 Extraordinary situation (in house) B3 C: 1-2-3-4	Room reservation A4 Attending guests B4 C: 5-6-7-8	Room inquiry 90 mins

4th part August 23rd Friday 16:20-18:20	Room reservation A1 Attending guests (in house already) B1 C: 13-14-15-16	Tourist info (in house) A2 Check in (the room has been booked earlier) B2 C: 1-2-3-4	Room reservation A3 Extraordinary situation (in house) B3 C: 5-6-7-8	Room reservation A4 Attending guests B4 C: 9-10-11-12	
1st part August 24th Saturday 09:00-11:00	Check in A1 Complaints C1 C: 4-3-2-1	Attending guests A2 Extraordinary situation B2 C: 8-7-6-5	Tourist information B3 Check in A3 C: 12-11-10-9	Check-in A4 Tourist information (VIP) B4 C: 16-15-14-13	VIP City-Tour 90 min
2nd part August 24th Saturday 11:10-13:10	Check in A1 Complaints C1 C: 8-7-6-5	Attending guests A2 Extraordinary situation B2 C: 12-11-10-9	Tourist information B3 Check in A3 C: 16-15-14-13	Check-in A4 Tourist information (VIP) B4 C: 4-3-2-1	n

3rd part August 24th Saturday 14:10 - 6:10	Check in A1 Complaints C1 C: 12-11-10-9	Attending guests A2 Extraordinary situation B C: 16-15-14-13	Tourist information B3 Check in A3 C: 4-3-2-1	Check-in A4 Tourist information (VIP) B4 C: 8-7-6-5	Replying complaint 90 mins
4th part August 24th Saturday 16:20-18:20	Check in A1 Complaints C1 C: 16-15-14-13	Attending guests A2 Extraordinary situation B2 C: 4-3-2-1	Tourist information B3 Check in A3 C: 8-7-6-5	Check-in A4 Tourist information (VIP) B4 C: 12-11-10-9	
1st part August 25th Sunday 09:00-11:00	Tourist info D1 Extraordinary situation A1 C: 3-1-4-2	Room Reservation C2 Complaints A2 C: 7-5-8-6	Complaints A3 Attending guests B3 C: 11-9-12-10	Attending guests B4 Complaints A4 C: 15-13-16-14	Reply to inquiry for a seminar (90mins)
2nd part August 25th Sunday 11:10-13:10	Tourist info D1 Extraordinary situation A1 C: 7-5-8-6	Room Reservation C2 Complaints A2 C: 11-9-12-10	Complaints A3 Attending guests B3 C: 15-13-16-14	Attending guests B4 Complaints A4 C: 3-1-4-2	

3rd part August 25th Sunday 14:10 - 16:10	Tourist info D1 Extraordinary situation A1 C: 11-9-12-10	Room Reservation C2 Complaints A2 C: 15-13-16-14	Complaints A3 Attending guests B3 C: 3-1-4-2	Attending guests B4 Complaints A4 C: 7-5-8-6	Reservation Confirmation for Seminars (90 mins)
4th part August 25th Sunday 16:20-18:20	Tourist info D1 Extraordinary situation A1 C: 15-13-16-14	Room Reservation C2 Complaints A2 C: 3-1-4-2	Complaints A3 Attending guests B3 C: 7-5-8-6	Attending guests B4 Complaints A4 C: 11-9-12-10	
1st part August 26th Monday 09:00-11:00	Check out A1 Extraordinary situation B1 C: 2-4-1-3	Check out B2 Attending guests A2 C: 6-8-5-7	Check out A3 Attending guests B3 C: 10-12-9-11	Check out A4 Extraordinary situation B4 C: 14-16-13-15	. Reply Complaints from Booking Platforms (60mins)
2nd part August 26th Monday 11:10-13:10	Check out A1 Extraordinary situation B1 C: 6-8-5-7	Check out B2 Attending guests A2	Check out A3 Attending guests B3	Check out A4 Extraordinary situation B4 C: 2-4-1-3	

		C: 10-12-9-11	C: 14-16-13-15		
3rd part August 26th Monday 14:10 - 16:10	Check out A1 Extraordinary situation B1 C: 10-12-9-11	Check out B2 Attending guests A2 C: 14-16-13-15	Check out A3 Attending guests B3 C: 2-4-1-3	Check out A4 Extraordinary situation B4 C: 6-8-5-7	Calculation of key figures (60 min)
4th part August 26th Monday 16:20-18:20	Check out A1 Extraordinary situation B1 C: 14-16-13-15	Check out B2 Attending guests A2 C: 2-4-1-3	Check out A3 Attending guests B3 C: 6-8-5-7	Check out A4 Extraordinary situation B4 C: 10-12-9-11	
	Evaluation of Competitors				